



DEPARTMENT OF MOTOR VEHICLES POSITION DUTY STATEMENT

009-4801-010

ACTIVE
☐ CURRENT
☒ PROPOSED

1. DIVISION Administrative Services Division		2. REGION OR BRANCH Departmental Training Branch	
3. REPORTING UNIT NAME Training Services Section - Northern California		4. POSITION CITY Sacramento	
5. CLASSIFICATION TITLE Staff Services Manager (SSM) II		6. WORKING TITLE Training Services Manager	
7. POSITION NUMBER 009-4801-010		8. PREVIOUS POSITION NUMBER	
9. CBID/BARGAINING UNIT S01	10. WORK WEEK GROUP E	11. TENURE Permanent	12. TIME BASE Fulltime
13. CONFLICT OF INTEREST CLASSIFICATION (GOV. CODE 87300, ET SEQ.)? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No This position is designated under the Conflict of Interest Code. This position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment.			
14. CPC ANALYST APPROVAL Ian Trim		15. DATE APPROVED 6/24/2021	

Effective on the date indicated, the following duties and responsibilities were assigned to the position identified above.

16. DIRECTION STATEMENT AND GENERAL DESCRIPTION OF DUTIES

Under the general direction of the Chief, Departmental Training Branch (DTB), the Training Services Manager provides leadership and direction for the DTB's DMV University Team, Leadership Development and Design Team, and Instructional Design Team. The Training Services Manager, directly or through subordinate managers, oversees the administration and management of the Department of Motor Vehicles (DMV) learning management system, plans, organizes, and directs the day-to-day in depth operations for the DTB's learning management system and eLearning curriculum development and design for Departmental training needs and professional development through various training modalities. Duties include, but are not limited to the following:

17. ESSENTIAL/MARGINAL FUNCTIONS

Relative % of time required
(in descending order)

30%	(E) Provides oversight and guidance on the management of the Learning Management System (LMS) the maintenance (configuration, administration, validation, creation, review, revision, approval, and archive) of the enterprise LMS known as DMV University (DMV U). Ensures the development of strong systems and processes through subordinates; guides analyses, implementation and evaluation of system releases; oversees system security roles, and system configuration/customization for DMV U process and learning management; evaluate Department training needs, oversess and coordinates training releases using a variety of methods and perform administrative work necessary for DMV statewide programs.
25%	(E) Manages analytical and supervisory staff by providing oversight and guidance responsible for the planning, assessing, developing, and testing of new and existing training projects and programs. Oversees team responsible for conducting studies and surveys to monitor and determine effectiveness of educational programs. Provides direction for the planning and implementation of new automated learning programs and systems including: training equipment, hardware, printers, software, and training records related to the Driver Licensing and Vehicle Registration training programs. Collaborates and meets with all levels of management to ensure consistency and accuracy of training needs and objectives within DTB training materials and various styles of course content, as well as consulting on best practices relating to training, organizational performance, and staff development.
15%	(E) Manages and monitors the preparation and development of strategies to ensure effective training development in various modalities with a focus on e-Learning development. Reviews and approves



**DEPARTMENT OF MOTOR VEHICLES
POSITION DUTY STATEMENT**

009-4801-010

ACTIVE

☐ CURRENT
☒ PROPOSED

new and updated training curriculum and content including instructor-led and eLearning training, e-Learning tool, resources and other creative classroom and non-classroom solutions for developing employee competencies. Collaborates with others to develop the infrastructure to support cost-effective delivery of employee training alternatives, including; budgeting, course marketing, scheduling, and delivery tools. This includes reviewing the collected and analyzed data to periodically validate the relevance of all training content. Leverages data from training needs assessments, department leadership, training evaluations, and other sources to establish key performance indicators for measuring the effectiveness of trainings.

- | | |
|-----|---|
| 10% | (E) Oversees the design, development, and evaluation of e-Learning in the form of computer-based trainings, webinars, and video-on-demand. Ensures the curriculum is reviewed and meets formal compliance standards. Understand the various e-Learning tools and learning styles to support development of e-Learning in the Learning Management System. |
| 10% | (E) Develops and mentors subordinate managers through training, evaluation, appraisal, and the performance management process to ensure they have the knowledge, skills, and abilities to effectively perform their assigned responsibilities. |
| 5% | (M) Advises and makes recommendations to the Chief on the impact or potential impact of new or proposed legislative bills, laws, regulations, and policies that may affect new or ongoing training programs. Assists in the development of the branch's strategic planning activity and oversee the development of action plans. Upon the direction of the Chief, may participate in professional organizations for maintaining current training methodologies and technology in addition to participation in statewide training programs, task forces, and associations for the beneficial exchange of training program information. |
| 5% | (M) Acts as Chief, DTB, in his/her absence; makes recommendations for the establishment and improvement of unit procedures and organization; presents critical issues to management; and participates in the selection of utilizing outside training contractors. |



DEPARTMENT OF MOTOR VEHICLES POSITION DUTY STATEMENT

009-4801-010

18. SUPERVISION RECEIVED

The SSM II reports to and receives general direction of the Departmental Training Branch Chief.

19. SUPERVISION EXERCISED AND STAFF NUMBERS

Directly supervises two Training Officer II positions. Through subordinate managers, indirectly supervises 11 analysts positions, one Information Technology Associate position and one Retired Annuitant position.

20. WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

Works in a cubicle in a traditional office environment with artificial light. May be sitting for extended periods of time. Requires use of a personal computer and other standard office equipment. Requires fine hand manipulation and repetitive use of hands. May be standing for long periods of time. Attend various meetings located 2 to 3 blocks from the Annex. Occasional reaching above shoulder level, bending/stooping, and occasional lifting up to five (5) pounds. Ability to communicate effectively with internal/external customers, give presentations; and participate at meetings, conferences, and workshops. Minimal overnight travel is required.

21. SPECIAL REQUIREMENTS AND DESIRABLE QUALIFICATIONS

Knowledge of the EASE and DMVA automated training environments. Knowledge of project management principle. Knowledge of the operation and maintenance of training room audio/visual equipment, and training room equipment. Knowledge in supporting and maintaining training sites, rooms, and furnishings. Written and verbal communication skills.

22. PERSONAL CONTACTS

Interacts with all levels of departmental staff and management as well as out-sourced training vendors by phone, email, and in-person as needed. Interactions may be general, confidential, sensitive, or informative.



**DEPARTMENT OF MOTOR VEHICLES
POSITION DUTY STATEMENT**

009-4801-010

23. EMPLOYEE ACKNOWLEDGMENT

I have read and understand the duties listed above and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and the ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation. (If you believe you may need to request reasonable accommodation to perform the duties of this position, discuss your request with your manager/supervisor who will engage with you in the interactive process.)

EMPLOYEE NAME

EMPLOYEE SIGNATURE

DATE

24. MANAGER/SUPERVISOR ACKNOWLEDGMENT

I certify this duty statement represents a current and accurate description of the essential functions of the position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement.

MANAGER/SUPERVISOR NAME

MANAGER/SUPERVISOR SIGNATURE

DATE